

Appendix A: Glossary of Terms

AAA

Area Agency on Aging. The local entity that plans senior services and advocates for the elderly within their communities, administering provisions of the Older Americans Act (see OAA).

ADA

Americans with Disabilities Act: Passed by the Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services and must assure system-wide accessibility of their demand-responsive services to persons with disabilities. Public transit providers also must supplement their fixed-route services with paratransit services for those persons unable to use fixed-route service because of their disability.

ADOT – Arizona Department of Transportation: The state agency that operates Arizona’s highway system.

Community Bus Routes – Transit routes that operate on fixed route/fixed schedule that join key trip generators and attractors within the local community. The routes provide frequent service within a small service area to locations such as apartment complexes, senior residences, transit hubs, retail concentrations, educational institutions and employment centers.

Commute – Travel between work and home.

Demand-Response Service

The type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. Can also be called dial-a-ride. These services usually, but not always, require advance reservations.

Door-to-Door Service

A form of paratransit service which includes passenger assistance between the vehicle and the door of his or her home or other destination. A higher level of service than curb-to-curb, yet not as specialized as door-through-door service (where the driver actually provides assistance within the origin or destination).

Fixed-route

Transit services where vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles.

Flex-Route

This type of transit is a hybrid of fixed-route and demand-response services. While a bus or van passes along fixed stops and keeps to a timetable, the bus or van can deviate its course between two stops to go to a specific location for a pre-scheduled request. Often used to provide accessibility to persons with disabilities.

FTA

Federal Transit Administration (before 1991, Urban Mass Transportation Administration). A component of the U.S. Department of Transportation that regulates and helps fund public transportation. FTA provides financial assistance for capital and operating costs and also sponsors research, training, technical assistance and demonstration programs. FTA was created by the passage of the Urban Mass Transportation Act of 1964.

Paratransit

Types of passenger transportation that are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit includes demand-response transportation services, subscription bus services, shared-ride taxis, car pooling and vanpooling, jitney services and so on. Most often refers to wheelchair-accessible, demand-response van service.

Shuttles – Transit routes serving specific travelers and specific origins and destinations. Shuttles are often provided by private organizations and employers for their memberships or employees.

Transit – Bus, Light Rail, Heavy Rail, Ferry, Shuttles.

Transportation Demand – Number of Travelers; People needed to get from Point A to Point B.

Travel Mode – The method by which a person travels: car (drive alone or carpool); walk; bike; transit (bus, light rail, ferry, heavy rail); vanpool.